

**AT&T PON: NYCY9909246**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Questionable. Reviewed in 3<sup>rd</sup> reconciliation; not clear if problem was on BA side.

**AT&T Criticism of Staff Analysis:**

AT&T's documented customer service outage could not have occurred except as a result of BA's attempted hot cut to AT&T. Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This was a five-line order, cut on August 20, 1999. After the cut, the customer reported that one line (the customer's computer line) did not make the phone flash when called. This was the fourth line on a hunt group. AT&T had provisioned the hunt group incorrectly, and corrected the problem.

AT&T's Hot Cut Log statement, that "BA had not completed work," is inconsistent with the fact that the customer had dial tone and there did not appear to be a concurrence problem. There is no indication in the BA WFA Log that BA did any additional work after the turn-up to AT&T. In fact, the WFA Log notes that AT&T was still working their end.

**AT&T PON: NYCY9909284**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA WFA Log, BA Hot Cut Checklist, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. Reviewed in 3<sup>rd</sup> reconciliation; not clear if problem was on BA side.

**AT&T Criticism of Staff Analysis:**

BA-NY reported no trouble found condition when it investigated outage, or did not specify nature of its acknowledged repair, yet service was restored only after AT&T opened trouble tickets with BA-NY and without change to AT&T's network.

**Staff Response:**

This one line order was scheduled to cut on August 20, 1999, and was pushed out to August 31 because of a no-dial tone condition.

The customer reported a loss of dial tone on one line on August 18. Since the original due date was not until August 20, it is not likely that the customer's loss of service was due to a premature disconnect.

**AT&T PON: NYCY9909286**

**Reviewed in Prior Reconciliation:** No

**Documents Reviewed:** AT&T Hot Cut Log, AT&T Trouble Ticket Master Log

**Staff Notes from Exhibit 5:** Not BA provisioning error. Cut ok and tested ok 8/20; no dialtone reported 8/23, closed 8/25 to underground problem.

**AT&T Criticism of Staff Analysis:**

AT&T's documented customer service outage could not have occurred except as a result of BA's attempted hot cut to AT&T. Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This nine-line order was cut by BA and accepted by AT&T on August 20, 1999. AT&T provided index number 135.

On August 23, the customer reported no dial tone on one line. Other lines subsequently went down. BA appears to have changed some pairs, but it is not clear from the documentation what the problem was. It does not seem to be related to the hot cut, as this was not an IDLC conversion.

**AT&T PON: NYCY9909291**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. Reviewed in 3<sup>rd</sup> reconciliation; cut and tested ok, then AT&T reported cross-talk problem later.

**AT&T Criticism of Staff Analysis:**

Staff previously determined to treat AT&T's documented customer service outage as an "i" code.

**Staff Response:**

This was a three-line order, cut on August 31, 1999. AT&T Hot Cut Log notes indicate that test calls were successful over all carriers, and AT&T provided index number 35 to BA.

The customer reported hearing cross-talk later on August 31. BA was dispatched out, but the ticket was closed due to no access. The trouble cleared on September 1, without further work by AT&T or BA on lines.

**AT&T PON: NYCY9909292**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. Reviewed in 3<sup>rd</sup> reconciliation; retail trouble 8/13, not early cut.

**AT&T Criticism of Staff Analysis:**

AT&T's documented customer service outage could not have occurred except as a result of BA's attempted hot cut to AT&T. Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This six-line order was scheduled to cut on August 20, 1999. AT&T alleges an early cut on August 13. There is simply no support in the documentation reviewed for this allegation. In fact, AT&T did not even send the hot cut order until August 13. AT&T's log documents that they called BA on August 13 to report a trouble on one of the lines, and BA confirmed that there was a problem. AT&T's affidavit notes that "BA said cross connects in frame were completed prematurely," are not supported by the documentation AT&T provided.

**AT&T PON: NYCY9909327**

**Reviewed in Prior Reconciliation: No**

**Documents Reviewed:** AT&T Hot Cut Log, AT&T Trouble Ticket Master Log

**Staff Notes from Exhibit 5:** Not BA provisioning error. AT&T tested and accepted cut 8/24; trouble cleared 8/25 @ 16:21, not clear what problem was.

**AT&T Criticism of Staff Analysis:**

AT&T's documented customer service outage could not have occurred except as a result of BA's attempted hot cut to AT&T. Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This six line order was cut on August 24, 1999. AT&T tested and accepted the cut, providing index number 348.

The customer reported no dial tone on one line on August 25. AT&T notes indicate the lines were re-run and tested ok. This problem occurred after the lines were tested and accepted by AT&T.

**AT&T PON: NYCY9909344**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, BA WFA Log, BA Hot Cut Checklist, LSR, LSRC

**Staff Notes from Exhibit 5:**

Not BA provisioning error. Problem was hum on line, may have been AT&T side; AT&T logs note that AT&T didn't escalate because it was just a hum, cust. Not out of svc.

**AT&T Criticism of Staff Analysis:**

Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This was a 12 line order that was cut on August 24, 1999. After the line were cut, there was a hum on one line. BA and AT&T sent multiple dispatches to correct the problem, which was ultimately resolved by assigning new facilities to the customer. AT&T notes state, "concern is unknown but it seems this customer was on a bad ALS channel."

Staff note on escalation was in response to AT&T's affidavit (Meek, October 15 Page 10 of 10) allegation that the "customer was out of service for approximately four weeks." AT&T's trouble ticket log entry on September 16 @ 13:06 states, "did not attempt to expedite this due to weather conditions back east and the fact that the line is not dead just has static/hum." Clearly there were a number of escalations during the course of the trouble shooting process.

**AT&T PON: NYCY9909502**

**Reviewed in Prior Reconciliation:** No

**Documents Reviewed:** AT&T Hot Cut Log, AT&T Trouble Ticket Master Log

**Staff Notes from Exhibit 5:** Not BA provisioning error. AT&T tested and accepted cut 8/24; underground problem, no escalation to BA mgrs.

**AT&T Criticism of Staff Analysis:**

Staff did not review all available information concerning AT&T's documented customer service outage. BA-NY defective outside facility problem caused the customer service outage.

**Staff Response:**

This four-line order was cut on August 24. AT&T tested and accepted the cut with index number 130.

The customer reported intermittent dial on August 25. BA changed bad underground pairs and the trouble cleared.

As this was not an IDLC conversion, bad underground pairs would not be considered a hot cut provisioning failure.



**AT&T PON: NYCY9909521**

**Reviewed in Prior Reconciliation:** No

**Documents Reviewed:** AT&T Hot Cut Log, AT&T Trouble Ticket Master Log

**Staff Notes from Exhibit 5:** Not BA Provisioning error. Reviewed in 3<sup>rd</sup> reconciliation; trouble was with AT&T, translations, hunting, also "non-portable TNs"

**AT&T Criticism of Staff Analysis:**

AT&T's documented customer service outage could not have occurred except as a result of BA's attempted hot cut to AT&T. Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This seven-line order was ported on August 26, 1999. The customer has two other lines that were part of the hunt group, which were not ported. AT&T notes on August 26 state, "lines tested good over all carriers."

There is no evidence that BA ported the other two lines – BA sent a query back to AT&T confirming that this was a partial port.

**AT&T PON: NYCY9909526**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. Reviewed in 3<sup>rd</sup> reconciliation; AT&T accepted cut 8/25 w/index #; trouble was with AT&T voice mail.

**AT&T Criticism of Staff Analysis:**

AT&T's documented customer service outage could not have occurred except as a result of BA's attempted hot cut to AT&T. Staff did not review all available information concerning AT&T's documented customer service outage.

**Staff Response:**

This one line order was cut on August 25, 1999. AT&T tested and accepted the cut with index number 17.

On August 26, AT&T opened a trouble ticket on August 26. The ticket was closed on August 27 @ 11:44 with the notation, "WAS OPEN IN SWITCH, CLRD, OK 2 CLOSE PER [AT&T representative name] @ ATT."

AT&T successfully tested the line at cut over. The trouble ticket, opened the next day, appears to be closed by BA upon being advised by AT&T that an open condition was corrected in the AT&T switch. Clearly, the documentation does not indicate a BA hot cut provisioning error.

**AT&T PON: NYCY9909717**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, BA Hot Cut Checklist, BA WFA Log,

**Staff Notes from Exhibit 5:** Not BA provisioning error. AT&T tested and accepted cut; customer later reported couldn't make outgoing calls; can't tell what repair was made.

**AT&T Criticism of Staff Analysis:**

BA-NY reported no trouble found condition when it investigated outage, or did not specify nature of its acknowledged repair, yet service was restored only after AT&T opened trouble tickets with BA-NY and without change to AT&T's network.

**Staff Response:**

This three line order was cut by BA and accepted by AT&T on August 31, 1999 @ 13:37. AT&T tested the lines and provided index number 142.

Later on August 31, the customer reported that she could not call out. A trouble ticket was opened with BA. On September 1, AT&T's log notes, "stopped clock on ticket. Call customer in morning." The documentation provided does not indicate what the problem was.

**AT&T PON: NYCY9909723**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Questionable. BA notified 8/27 @ 15:20, repaired 8/27 @ 19:35.

**AT&T Criticism of Staff Analysis:**

Staff previously determined to treat AT&T's documented customer service outage as an "i" code.

**Staff Response:**

Staff treatment of an order as an I-code merely recognizes a problem, it does not assign responsibility.

The documentation provided is inconclusive as to the cause of this trouble. AT&T notes that BA repaired an open line. However, BA closed the trouble ticket to CPE.

**AT&T PON: NYCY9909772**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA SOP Log, AT&T Hot Cut Log, AT&T Trouble Ticket  
Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Questionable. BA showed order cancelled, AT&T shows  
this order worked, not coordinated.

**AT&T Criticism of Staff Analysis:**

Staff previously determined explicitly that AT&T's documented customer service  
outage resulted from BA's hot cut loop provisioning error.

**Staff Response:**

Staff agrees with AT&T that an early cut took place on August 25, 1999.

**AT&T PON: NYCY9909787**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. Closed via miracle 8/31.

**AT&T Criticism of Staff Analysis:**

Staff previously determined explicitly that AT&T's documented customer service outage resulted from BA's hot cut loop provisioning error.

**Staff Response:**

This was a three line order cut by BA on August 30, 1999. The customer reported no dial tone later that day. BA closed the ticket with no trouble found after a dispatch out. AT&T confirmed that the line was working. The documentation is not clear as to the nature of the problem.

**AT&T PON: NYCY9909793**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. BA trouble ticket closed for no access on 9/1, fixed bad cable 9/2.

**AT&T Criticism of Staff Analysis:**

Staff previously determined to treat AT&T's documented customer service outage as an "i" code.

**Staff Response:**

Staff treatment of an order as an I-code merely recognizes a problem, it does not assign responsibility.

This was a two line order cut by BA on August 31, 1999. The customer reported no dial tone on both lines after the cut. BA dispatched out on September 1, and could not obtain access. A second dispatch was made on September 2, which located and fixed an underground facilities problem. Since this order did not involve IDLC, the outside facilities problem did not result from a hot cut provisioning failure.

**AT&T PON: NYCY9909801**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. Cut and tested ok 8/30, no dialtone reported 8/31; cable problem at frame.

**AT&T Criticism of Staff Analysis:**

Staff previously determined to treat AT&T's documented customer service outage as an "i" code.

**Staff Response:**

This seven-line order was cut by BA on August 30, 1999. AT&T's log, notes from August 30 @ 12:58, state "did test call on all lines and reached customer." AT&T provided index number 160.

On August 31, the customer reported no dial tone on one line, and BA fixed the problem at the frame. Since the problem occurred after the hot cut had been provisioned by BA and tested and accepted by AT&T, this does not appear to be a hot cut provisioning error.



**AT&T PON: NYCY9909957**

**Reviewed in Prior Reconciliation:** August

**Documents Reviewed:** BA Hot Cut Checklist, BA WFA Log, AT&T Hot Cut Log, AT&T Trouble Ticket Master Log, LSR, LSRC, NPAC printout

**Staff Notes from Exhibit 5:** Not BA provisioning error. BA changed underground 9/1.

**AT&T Criticism of Staff Analysis:**

Staff previously determined explicitly that AT&T's documented customer service outage resulted from BA's hot cut loop provisioning error. BA-NY defective outside facility problem caused the customer service outage.

**Staff Response:**

This was a two-line order cut by BA on August 31, 1999. A hollow sound and static on one line was identified by AT&T during test calls. The problems were eliminated when BA dispatched out and changed underground facilities.

Since this order did not involve IDLC, the outside facilities problems would not indicate a hot cut provisioning failure.

STATE OF NEW YORK  
DEPARTMENT OF PUBLIC SERVICE

**INTEROFFICE MEMORANDUM**

October 27, 1999

TO: Tom Delaney, Tom Maguire, Eli Diaz, Jack Meek  
FROM: Peggy  
SUBJECT: August Reconciliation Universe of Orders

Attached is an updated list of the orders I believe should be included in the August data for AT&T. I've attached the original list, an annotated version with deleted orders shaded, and the "final" list I'll be using. The final list may be reduced slightly based on information I receive from you (to indicate when/whether the order was completed).

I have highlighted in red order numbers for which I need further information, including logs, LSRs, LSRCs, and trouble tickets where appropriate. AT&T has already provided much of this information, but I have not yet catalogued it. Please provide the documents as soon as possible. Thanks.